



HP Hardware Support Exchange Service

HP Contractual Care Services

Service benefits

- Convenient door-to-door service
- A lower-cost alternative to onsite repair
- Flexible options for returning the defective unit to HP: return shipment using prepaid shipping labels and materials provided by HP or convenient pickup by HP
- Flexible response-time options

Service feature highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Choice of return options
- Choice of response-time options (for eligible products only)
- Choice of coverage window options (for eligible products only)
- Access to electronic support information and services
- Accidental damage protection (optional for eligible products only in selected countries)

Service overview

HP offers a reliable and fast hardware exchange service for eligible HP and multivendor products. HP Hardware Support Exchange Service is a cost-efficient and convenient alternative to onsite repair.

HP Hardware Support Exchange Service provides a replacement product to be delivered free of freight charges to your location within a specified time period. For selected products, you may choose among a range of different response-time, coverage window and return options to address your service needs.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup and problem resolution. Prior to scheduling a unit exchange, HP may ask the Customer to provide relevant information, start diagnostic tools and perform other supporting activities at the request of HP.
Hardware exchange	<p>If, in the judgment of HP, the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or functionally equivalent to new in performance, but which may have minor cosmetic defects.</p> <p>The replaced product or part becomes the property of HP. The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.</p>
Return of the defective product to HP	<p>The Customer is responsible for returning the defective product to HP within the time specified below (see 'Customer responsibilities'), using packaging instructions, materials and a prepaid shipping label provided by HP together with the replacement product. HP may, at its discretion, also elect to collect a defective product at the Customer's location.</p> <p>For eligible products and locations, pickup by HP may be available as an optional feature.</p>
Response time for onsite shipment	<p>Response time for onsite shipment specifies the period of time that begins when the initial service request is received and logged with HP and ends when the replacement product arrives at the Customer's site within the coverage window.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Response time options for onsite shipment, available for eligible products, are specified in the Service-level options table.</p> <p>All response times for onsite shipment are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

Coverage window	<p>The coverage window specifies the time during which the replacement products are delivered and remote diagnosis and support services are available. Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>Coverage window options, available for eligible products, are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches that may require additional entitlement through HP Software Support agreements, subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HP; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions and participate in support forums; this service may be limited by third-party access restrictions

Specifications (Optional)

Table 2. Optional service features

Feature	Delivery specifications
Pickup by HP	<p>For eligible products and locations, an HP authorised courier will pick up the defective product at the Customer’s site, at the discretion of HP, at the time of delivery of the replacement product or at a scheduled time within the following 10 business days. It is the Customer’s responsibility to package and prepare the product appropriately for courier pickup. With this option, the Customer will not be responsible for initiating and managing the return of the defective product.</p>
Accidental damage protection	<p>For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided that such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the ‘Service limitations’ section.</p>

Specifications

Table 3. Service-level options

Option	Delivery specifications
Next-day exchange, standard business hours (9x5)	<p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>For calls received before 2:00 p.m., HP will ship a replacement product to the Customer's site for delivery on the next coverage day after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following coverage day.</p> <p>A replacement product will be delivered by 10:30 a.m. local time in most areas.</p> <p>Delivery time may vary based on geographic location.</p>
4-hour exchange, standard business hours (9x5)	<p>For eligible products only, service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>For calls received before 1:00 p.m. local time, HP will ship a replacement product to the Customer's site for delivery within 4 hours after the service request has been logged. The 4-hour response time applies to eligible locations and is measured during the coverage window only. For calls received after 1:00 p.m. local time, the call may be logged the next coverage day.</p>
4-hour exchange, 24x7	<p>For eligible products only, service is available during the coverage window, 24 hours per day, Monday through Sunday, including HP holidays.</p> <p>HP will ship a replacement product to the Customer's site for delivery within 4 hours after the service request has been logged.</p>
Normal product lead time onsite shipment, standard business hours (9x5)	<p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>For calls received before 2:00 p.m., HP will ship a replacement product within the normal product lead time to the Customer's site for delivery within 3 to 5 coverage days after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following 3 to 5 coverage days.</p>

Coverage

Service is limited to the continental United States and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Alaska and Hawaii.

Customer locations beyond 100 miles (160 km) from a primary HP support responsible office will not be eligible for 4-hour exchange service levels.

Customers may check with a local HP authorised representative to determine whether their product or location is eligible for the service.

Customer responsibilities

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

For selected products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP. If the "Pickup by HP" option has not been chosen, the Customer must ship the defective product to HP within 3 business days of receipt of the replacement product and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Replacement products will usually be delivered to and defective products will be picked up from the Customer's reception desk or goods reception area if the specified Customer address is a business address. The Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program and all other applicable software programs and data
- Restore software and data on the unit after repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

In cases where Customer Self Repair (CSR) parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

For HP Care Pack services that include the accidental damage from handling service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage programme for damages to systems on which the incident has been reported more than 30 days after the incident date. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is the Customer's responsibility to continually use these product accessories for protection against damage to the covered product.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse or other parts classified as CSR parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

The following activities are excluded from this service:

- Diagnosis or maintenance at the Customer site (if onsite diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Backup, recovery and support of the operating system, other software and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

Exclusions to the accidental damage protection service feature option

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided that such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in colour, texture or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods) or any other peril originating from outside the product
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming or instructions
- Maintenance, repair or replacement necessitated by loss or damage resulting from any cause other than normal use, storage and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer
- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or re-installation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack service
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP Care Pack
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor

- Damage due to police action, undeclared or declared war, nuclear incident or terrorism
- Alteration or modification of the covered product in any way
- Unexplained or mysterious disappearance or any wilful act to cause damage to the covered product
- Reckless, negligent or abusive conduct while handling or using the product; if protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service; reckless, negligent or abusive conduct includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious or offensive manner that may result in its damage and any wilful or intentional damage to the product; any damage resulting from such acts are NOT covered by this accidental damage protection service feature

For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the HP Care Pack service start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Exchange Service, contact a local HP sales representative and reference the following product numbers:

- HA360AC: Fully configurable HP Hardware Support Exchange Service
- HA117PC: HP PC Print Hardware Exchange Service

Please consult your local HP representative or HP reseller to determine which service product will address your specific needs.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following website:

hp.com/go/pcandprintservices

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